

Development Services Department Budget Review **Status Report on Recommendations – September 2005**

➤ Invest in the Workforce

- **Training and Accountability**
 - Established Department Training Committee
 - Developed Department and Division Training Plans; monitoring progress
 - “Road Map” detailing permit process is in production; scheduled to be online in October
 - Performance Measures being tracked and reported out
- **Customer Service**
 - Customer Service Initiative implemented including Customer Service training/dialogue, Customer Ombudsperson and Customer Service Awards
 - Customer Bill of Rights finalized and being rolled out to staff
 - Additional development process information and Official City Zoning Map Update added to web site
- **Resources**
 - Added 78 positions
 - Numerous enhancements to the Project Tracking System
 - Remote PTS access provided for inspectors
- **Communication and Coordination**
 - Communication plan completed and implemented
 - Employee Ombudsperson designated
 - Partnering efforts underway with E&CP, Planning and NCCD
- **Work Environment**
 - Short and long term strategies being developed for acquiring additional office space
 - Painting and re-carpeting of third floor completed; informational displays added
 - Working group established to make improvements to first floor entrance

➤ Improve Communication with the Public

- Development Project Managers working as liaisons with community planning groups
- Customer Outreach Plan completed and accomplishments tracked monthly through performance measures
- Small Business Liaison has made great strides with Small Business Community
- Increased seminars and outreach efforts
- Website enhancements include more in-depth information on public hearings

➤ Completion of Current Initiatives

- Current initiatives, Budget Working Group recommendations and ZBMR recommendations prioritized in “Action Plan Matrix”

➤ Role of the Technical Advisory Committee

- TAC recommendations now included in Manager’s Reports proposing modifications to development process policies or regulations

➤ Code Changes

- Regulatory Relief items have been identified for prioritization by LU&H
- Currently interviewing to add Code and Review positions
- Process in place for obtaining code proposals from staff